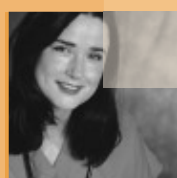


2005



New York State **Managed Care Plan** **P E R F O R M A N C E**



A Report
on **Quality,**
Access to Care,
and **Consumer**
Satisfaction

State of New York
George E. Pataki, Governor

Department of Health
Antonia C. Novello, M.D., M.P.H., Dr.P.H., Commissioner

Additional and related information is also available from the New York State Department of Health website:
<http://www.nyhealth.gov>

Comments regarding the format or content of this report are welcome.

In an effort to reduce the costs of printing, please notify the producer of this document if you wish your name to be deleted from our mailing list or if your address has changed.

A MESSAGE FROM THE COMMISSIONER

Governor Pataki and I remain committed to improving access to affordable, high quality health care in New York State. This report contains performance information about managed care health plans in New York and presents information for commercial, Medicaid and Child Health Plus consumers.

The report helps to inform and educate health care consumers, providers, and insurers as they make important decisions for themselves, their families, and their employees. Accountability through public reporting of health care quality results is fundamental to our overall commitment to improved access to health care information for all New Yorkers.



The performance of our health plans in New York continues to surpass available national benchmarks for similar health plans. We are pleased that as a result of our ongoing collaboration with health plans and enrollees, we continue to see improvements in preventive services, chronic care, and consumer satisfaction. This year's results show improvement in high blood pressure control and diabetes care for both commercial and Medicaid enrollees and a significant increase in the percentage of Child Health Plus enrollees who had a dental visit.

Quality improvement is a continuous process and we pledge to continue our efforts with all health plans to provide support and technical assistance in our mutual effort to make New York residents the healthiest in the nation.

Those who are interested may access this report on our website in an electronic version (**eQARR**) that allows for regional comparisons of measures (<http://www.nyhealth.gov>). Additional prenatal care information and utilization statistics are also available on our web site in the report, 2005 New York State Managed Care Plan Performance Report - Supplement.

If you have any questions or comments regarding this report, you may contact the New York State Department of Health's Office of Managed Care, Bureau of Quality Management and Outcomes Research, at **(518) 486-9012**.

A handwritten signature in dark ink that reads "Antonia C. Novello M.D. M.P.H. Dr. P.H.".

Antonia C. Novello, M.D., M.P.H., Dr. P.H.
Commissioner

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Overview

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Overview



Overview

INTRODUCTION

Managed care plans provide a wide range of health services to millions of New Yorkers. Choosing a managed care plan that meets your needs and the needs of your family is an important decision.

Does your current doctor participate in the plan? Does the plan enroll members in your county of residence? Does the plan offer special services that will enhance the health of your family? This report is designed to help you make an informed decision by providing you with clear, easy-to-read information on managed care plan performance with respect to primary and preventive health visits, access to health care, behavioral health and medical management of select chronic diseases. This report also provides descriptive information on the managed care plans currently enrolling members in New York State, including the regions of the state they currently serve, the types of insurance they accept, how to contact them and other important information.

QUALITY MEASUREMENT IN NEW YORK STATE

As a way of monitoring plan performance and improving the quality of care provided to New York State residents, the New York State Department of Health (NYSDOH) implemented a public reporting system in 1994 called the Quality Assurance Reporting Requirements (QARR). QARR is largely based on measures published by the National Committee for Quality Assurance (NCQA) Health Plan Employer Data and Information Set (HEDIS®). QARR also includes information collected using a national satisfaction survey methodology called CAHPS. CAHPS data is collected every year for commercial enrollees. The NYSDOH sponsors a consumer satisfaction survey for Medicaid enrollees every two years.

Type of Insurance

Information on three types of managed care insurance is included in this report: commercial, Medicaid and Child Health Plus. Individuals whose employers pay for their insurance are included in the category, “commercial.” People in government-sponsored programs are represented in Medicaid (which includes Family Health Plus enrollees ages 19 and older) or Child Health Plus (enrollees up to the age of 19). Child Health Plus is New York State’s version of the federal State Children’s Health Insurance Program (SCHIP).

Who Reports?

This report contains information from 39 health plans. Nineteen plans reported on commercial enrollees; 29 plans reported on Medicaid enrollees and 27 plans reported on Child Health Plus enrollees. Data for two plans, MVP and MHI/A+, are not reported because their Medicaid membership was too small in 2004 to report reliable information.

ABOUT THIS REPORT

This report contains the most recent information from standardized quality of care measures, providers in the plans’ networks, and commercial and Medicaid satisfaction surveys. The health plans have their information validated by an independent auditor prior to sending it to the NYSDOH. Only valid information is published in this report.

What is in this report?

Information about the health plans is divided into the following seven areas:

- Plan Profiles
- Provider Network
- Child and Adolescent Health
- Women’s Health

Overview

- Adults Living with Illness
- Behavioral Health
- Access and Service

Information from the satisfaction surveys (CAHPS) is included in the Provider Network, Adults Living with Illness, and Access and Service sections.

Performance Ratings

Each section contains groups of quality of care performance or consumer satisfaction measures with results for each plan and the statewide average. Symbols are provided to indicate whether the plan performed statistically better (▲) or worse (▼) than the statewide average. For the Access to Care measures (Section 8), symbols are provided to indicate whether the plan performed above the 90th percentile (⬆) or below the 10th percentile (⬇) of plans.

Performance Measure Reporting

The Department does not require health plans to collect all measures every year. For measures that were not collected in 2004, the most recent information available is reported. The following measures were collected during 2003 but not in 2004:

- Childhood Immunization
- Lead Testing
- Well-Child and Preventive Care Visits in the First 15 Months of Life (Commercial and Child Health Plus)
- Well-Child and Preventive Care Visits in the 3rd, 4th, 5th, or 6th Year of Life (Commercial and Child Health Plus)
- Adolescent Well-Care and Preventive Visits (Commercial and Child Health Plus)
- Beta-Blocker Treatment After a Heart Attack (Commercial)
- Cholesterol Management After Acute Cardiovascular Event (Commercial and Medicaid)
- Persistence of Beta-Blocker Treatment After Heart Attack
- Use of Imaging Studies for Low Back Pain

Several new measures were adopted for the 2004 measurement year; however, consistent with NCQA policy, individual plan rates are not published for the first year of reporting. Instead, data for each of these measures are reported in aggregate. These new measures include:

Trends and Averages

Tables presenting New York's performance over time and comparable national benchmarks for the performance measures are indicated in each section.

When available, commercial and Medicaid benchmarks are obtained from the National Committee for Quality Assurance's (NCQA) State of Health Care Quality Report, available online at <http://www.ncqa.org>. However, most Medicaid plans do not submit performance data to NCQA. There are currently no available national benchmarks for Child Health Plus.

Regional Rates

The last section of this report contains tables indicating regional averages for each of the performance measures. Rates for Long Island (LI), New York City (NYC), Hudson Valley (HV), Northeast (NE), Central (CEN) and Western (WST) New York are presented, along with the total of all counties outside of New York City (ROS). For more information on what counties are in each of these regions, refer to the table in the Plan Profiles section of this report (Section 2).

Overview

OTHER DEPARTMENT OF HEALTH REPORTS AND WEBSITES

eQARR

This information is also available on the Department's website as an interactive report card (eQARR) for health care consumers. Commercial, Medicaid and Child Health Plus data are available on a regional basis. eQARR can be found at the following direct link:

<http://www.nyhealth.gov>

Medicaid Consumer Guides

The Department also produces consumer guides for Medicaid enrollees. The guides contain adult and child quality, access to care and satisfaction with care ratings. Guides for six regions of the state are available for 2005: New York City, Long Island, Western, Northeast, Central, and the Hudson Valley. Guides can be obtained free of charge at the Department's website at <http://www.nyhealth.gov> or by calling the Office of Managed Care at (518) 486-9012.

NYS Managed Care Report-Supplement

The 2005 NYS Managed Care Report-Supplement contains additional information for managed care plans, providers, purchasers and consumers and is available on the Department's website at <http://www.nyhealth.gov>

This supplemental report contains data on Prenatal and Postnatal Care (including technical notes on data collection and risk-adjustment models used in the prenatal care analyses), Provider Network and Use of Services.

FEEDBACK

We welcome suggestions and comments on this publication. Please contact us at:

BUREAU OF QUALITY MANAGEMENT AND OUTCOMES RESEARCH

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S E C T I O N

2

Information on Health Plans Serving New York State Residents



Plan Profiles

This section provides an overview of each managed care plan operating in New York State during 2004. The profiles include the following information:

Column Heading	Description
Type of Insurance	Whether a plan enrolls members under private insurance (CO), Medicaid managed care (MA), Child Health Plus (CHP), or Family Health Plus (FHP) is indicated by the following symbol: † .
Plan Service Areas	The 62 counties of New York State are divided into six regional plan service areas. Managed care organizations are certified to operate in specific counties in New York State. Please contact the health plans in your area to find out if they are currently enrolling in your county of residence.
Long Island (LI)	Nassau, Suffolk.
New York City (NYC)	Bronx, Kings (Brooklyn), New York (Manhattan), Queens, Richmond (Staten Island).
Hudson Valley (HV)	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster, Westchester.
Northeast (NE)	Albany, Clinton, Columbia, Delaware, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Otsego, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, Washington.
Central (CEN)	Broome, Cayuga, Chenango, Cortland, Herkimer, Jefferson, Lewis, Madison, Oneida, Onondaga, Oswego, St. Lawrence, Tioga, Tompkins.
Western (WST)	Allegany, Cattaraugus, Chautauqua, Chemung, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Orleans, Schuyler, Seneca, Steuben, Wayne, Wyoming, Yates.
Member Services Phone Number / Website	A toll-free member services number, and if available, the health plan's main website URL.
NCQA Accreditation	The National Committee for Quality Assurance's (NCQA) comprehensive accreditation process is conducted by a team of physicians and managed care experts. The accreditation level granted by NCQA is contained in this column. For more information about the accreditation process, levels of certification, and most recent ratings, please visit the NCQA web site at www.ncqa.org .
2004 Enrollment	The total number of enrollees in the health plan as of December 31, 2004.
Percent Change from 2003	The percent change in total enrollment between December 31, 2003 and December 31, 2004.

Plan Profiles

HEALTH PLAN	TYPE OF INSURANCE				PLAN SERVICE AREAS*						Member Services
	CO	MA	CHP	FHP	LI	NYC	HV	NE	CEN	WST	
Aetna	●				●	●	●		●		1-800-872-3862
Affinity Health Plan		●	●	●	●	●	●				1-866-247-5678
AmeriChoice		●	●	●		●					1-800-493-4647
Blue Choice (Option)	●	●	●	●				●	●	●	1-800-462-0108
BSNENY	●	●	●	●				●	●		1-866-231-0847
CarePlus Health Plan		●	●	●		●	●				1-877-692-8669
CDPHP	●	●	●	●			●	●	●		1-800-777-2273
CenterCare		●	●	●		●					1-800-545-0571
CIGNA	●				●	●	●				1-800-345-9458
Community Blue	●	●	●	●					●	●	1-866-231-0847
Community Choice Health Plan		●	●	●		●	●				1-800-619-2247
Community Premier Plus		●	●	●		●					1-800-867-5885
Empire	●		●		●	●	●	●			1-800-261-5962
Fidelis Care New York		●	●	●	●	●	●	●	●	●	1-888-343-3547
GHI			●			●					1-800-848-4747
GHI HMO Select	●	●	●	●	●	●	●	●	●		1-877-244-4466
Health Net	●				●	●	●				1-800-848-4747
Health Plus		●	●	●		●					1-800-300-8181
HealthFirst PHSP, Inc.		●	●	●	●	●					1-800-905-5445
HIP	●	●	●	●	●	●	●				1-800-447-8255
Hudson Health Plan		●	●	●			●				1-800-339-4557
Independent Health	●	●								●	1-800-501-3439
MDNY	●				●						1-800-707-6369
MetroPlus		●	●	●		●					1-800-303-9626
MHI (A+ Health Plan)	●	●				●					1-800-905-5445
MVP	●	●	●	●			●	●	●		1-888-687-6277
Neighborhood Health Providers		●	●	●		●					1-800-826-6240
New York-Presbyterian CHP		●	●	●		●					1-800-261-4649
Oxford	●				●	●	●				1-800-666-1353
Partners in Health		●	●	●		●					1-800-652-1332
Preferred Care	●	●								●	1-800-950-3224
Suffolk Health Plan		●	●		●						1-800-763-9132
Total Care		●	●	●					●		1-800-223-7242
UnitedHealthCare of New York	●	●	●	●	●	●	●		●		1-800-705-1691
Univera Community Health		●	●	●						●	1-800-494-2215
Univera HealthCare	●									●	1-800-337-3338
Upstate HMO	●		●					●	●	●	1-800-722-7884
Vytra Health Plans	●				●	●					1-800-448-2527
WellCare of New York		●	●	●		●	●	●	●		1-800-288-5441

* Plans may not participate in all counties in regions indicated.

Website	NCQA Accreditation**	2004 Enrollment	Percent Change from 2003
www.aetna.com	Excellent	400,457	10%
www.affinityplan.org		202,984	9%
www.americhoice.com		110,044	20%
www.excellusbcbs.com	Excellent	455,381	-7%
www.bsny.com	Excellent	162,604	38%
www.careplushealth.com		114,996	23%
www.cdphp.com	Excellent	343,026	13%
www.centercare.org		83,786	-1%
www.cigna.com/health/	Commendable	139,453	-18%
www.bcbswny.com	Excellent	419,261	8%
www.cchphealth.com		18,064	0%
www.cpphealth.org		71,080	25%
www.empireblue.com	Excellent	484,493	16%
www.fideliscare.org		236,273	9%
www.ghi.com		1,274	-49%
www.ghihmo.com	Excellent	46,304	34%
www.healthnet.com		234,949	8%
www.healthplus-ny.org		292,150	25%
www.healthfirstny.com		297,757	29%
www.hipusa.com	Commendable	887,542	2%
www.hudsonhealthplan.org		56,784	13%
www.independenthealth.com	Excellent	337,551	5%
www.mdny.com		39,651	-15%
www.metroplus.org		220,805	14%
www.healthfirstny.com		26,311	21%
www.mvphealthcare.com	Excellent	293,827	-14%
www.getnhp.com		98,148	11%
www.nyp.org/healthplan		58,990	19%
www.oxhp.com	Excellent	886,568	-1%
www.partnersinhealthplan.org		24,995	6%
www.preferredcare.org	Excellent	163,677	1%
www.suffolkhealthplan.com		16,841	3%
		22,829	7%
www.unitedhealthcare.com	Excellent	286,701	106%
www.univeracommunityhealth.org		21,785	46%
www.univerahealthcare.com	Excellent	126,771	-5%
www.excellusbcbs.com	Excellent	51,199	-30%
www.vytra.com	Excellent	85,942	-12%
www.wellcare.com		69,291	25%

Not every plan may be accepting new enrollment. Please call the plan Member Services number to make inquire.

** Data source: NCQA website: <http://hprc.ncqa.org/index.asp>.

NCQA Accreditation Status as of 5/18/05

Provider Network



Provider Network

This section of the report is designed to provide information on a health plan's provider network and how consumers feel about the care they receive from network providers. Also included in this section are board certification rates for three types of physicians. Various boards certify physicians in their area of specialization based on education, experience, and clinical and/or written testing.

With the exception of Board Certification, the measures in this section (Satisfaction with Provider Communication, Satisfaction with Personal Doctor or Nurse, and Satisfaction with Specialist) are collected through a member satisfaction survey (CAHPS). Commercial health plans collect CAHPS for their members every year. The commercial data are from CAHPS surveys administered in 2005.

The NYSDOH conducts CAHPS for the Medicaid plans on a biennial basis. Medicaid data presented here are from the most recent survey performed in 2004. The results from one plan, GHI HMO Select, are not reported because the surveyed population (consisting only of Family Health Plus recipients) is not the same as the 27 other plans surveyed. There are no CAHPS data for UnitedHealthCare of New York because at the time the survey was conducted the plan had indicated that it would no longer be participating in the Medicaid Managed Care program. However, the plan continued to serve Medicaid managed care enrollees in 2004.

Measure	Description (Type of Insurance)
Board Certification	The percentage of board-certified physicians in each of the following three specialty fields: primary care, obstetrics and gynecology, and pediatric physician specialists (pediatric cardiologist, pediatric endocrinologist, etc). (CO, MA)
Satisfaction with Provider Communication	The percentage of members who responded "usually" or "always" when asked how often their doctor or health care provider listened to them carefully, explained things in a way they could understand, showed respect for what they had to say, and spent enough time with them. This measure was not collected for Medicaid in 2005; 2004 data are presented in this report. (CO, MA)
Satisfaction with Personal Doctor or Nurse	The percentage of members responding 8, 9, or 10 (on a scale of 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible) when asked "How would you rate your personal doctor or nurse now?" This measure was not collected for Medicaid in 2005; 2004 data are presented in this report. (CO, MA)
Satisfaction with Specialist	The percentage of members responding 8, 9, or 10 (on a scale of 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible) when asked "How would you rate your specialist?" This measure was not collected for Medicaid in 2005; 2004 data are presented in this report. (CO, MA)

Commercial Health Plan Performance

HEALTH PLAN	Board Certified Primary Care	Board Certified OB/GYN	Board Certified Pediatric Specialist	Satisfaction with Provider Communication	Satisfaction with Personal Doctor or Nurse	Satisfaction with Specialist
Aetna	85▼	83▲	73▼	90	72	77
BSNENY	88▲	83▲	66▼	94	80	78
Blue Choice	87	71▼	73	94▲	77	80
CDPHP	86	87▲	76	94	80	80
CIGNA	79▼	66▼	73▼	87▼	72	72
Community Blue	85	83▲	58▼	94▲	79	79
Empire	89▲	84▲	86▲	93	78	78
GHI HMO Select	86	78	78	92	78	75
HIP	87	76	74	86▼	71	69▼
Health Net	85▼	78	80▲	92	80▲	79
Independent Health	82▼	81	78	96▲	79	82
MDNY	87	85▲	83▲	90▼	77	78
MVP	85▼	79	74	93	79	82
Oxford	91▲	79	79▲	91	76	76
Preferred Care	91▲	89▲	88▲	95▲	81	80
UnitedHealthCare of New York	87	79	66▼	95	74	77
Univera HealthCare	83▼	68▼	70	92	79	83
Upstate HMO	88▲	68▼	77	92	82	75
Vytra Health Plans	88▲	87▲	84▲	91	79	78
Statewide	86	79	76	92	78	78

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average

NOTE: Plans without symbols are not significantly different from the statewide average.

Medicaid Health Plan Performance

HEALTH PLAN	Board Certified Primary Care	Board Certified OB/GYN	Board Certified Pediatric Specialist	Satisfaction with Provider Communication	Satisfaction with Personal Doctor or Nurse	Satisfaction with Specialist
Affinity Health Plan	82▼	71	73	83▼	77	71
AmeriChoice	86▲	73	81	86	77	67
BSNENY	89▲	82▲	60▼	92▲	85▲	79▲
Blue Choice Option	87▲	72	75	90▲	85▲	81▲
CDPHP	86	87▲	77	90▲	82	86▲
CarePlus Health Plan	86	78▲	83▲	86	74▼	75
CenterCare	85	70	74	83▼	72▼	67▼
Community Blue	83	80▲	55▼	89▲	82	78
Community Choice Health Plan	78▼	68	81	84▼	79	76
Community Premier Plus	85	79	87▲	87	81▲	75
Fidelis Care New York	84	79▲	83▲	85	78	72
GHI HMO Select	85	82▲	78	NA	NA	NA
HIP	86▲	74	73▼	87	76▼	66▼
Health Plus	79▼	61▼	78	83▼	74▼	73
HealthFirst PHSP, Inc.	77▼	45▼	74	86	78	74
Hudson Health Plan	77▼	79	78	87	78	73
Independent Health's MediSource	82	81▲	78	90▲	81	72
MetroPlus	81▼	65▼	79	85▼	79	67
Neighborhood Health Providers	86▲	79▲	85▲	82	77	73
New York-Presbyterian CHP	82	62▼	70▼	82▼	74	69▼
Partners in Health	74▼	—	—	84▼	81	68
Preferred Care	92▲	90▲	89▲	87	81	76
Suffolk Health Plan	69▼	63	58▼	83▼	78	78
Total Care	92▲	81	94▲	87	80	78
UnitedHealthCare of New York	89▲	82▲	69▼	NA	NA	NA
Univera Community Health	86	67	70	88▲	80	78
WellCare of New York	84	81▲	82	86	75	75
Statewide	84	73	77	86	79	74

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average
- Sample size too small to report
- NA Not applicable. Plan was not surveyed.

NOTE: Plans without symbols are not significantly different from the statewide average.

Trends and Benchmarks

COMMERCIAL

Measure	2002	2003	2004	2004 National Average
Board Certified Primary Care	85	86	86	84
Board Certified OB/GYN	77	79	79	80
Board Certified Pediatric Specialists	81	78	76	79
Satisfaction with Provider Communication	92	92	92	92
Satisfaction with Personal Doctor or Nurse	76	77	78	77
Satisfaction with Specialist	79	79	78	78

MEDICAID

Measure	2002	2003	2004	2004 National Average
Board Certified Primary Care	84	84	84	83
Board Certified OB/GYN	73	74	73	80
Board Certified Pediatric Specialists	82	81	77	79
Satisfaction with Provider Communication	Rotated	86	Rotated	87
Satisfaction with Personal Doctor or Nurse	Rotated	79	Rotated	77
Satisfaction with Specialist	Rotated	74	Rotated	76

Looking for more information on health plan networks?

The following measures are published in the 2005 Report on Managed Care Performance Supplement at the link:
<http://www.nyhealth.gov>

- Practitioner Turnover Rates (Primary Care, OB/GYN, Chemical Dependency, Mental Health, Dentists)

Child and Adolescent Health



Child and Adolescent Health

To ensure children lead healthy lives they should receive primary and preventive care visits within recommended timeframes. Children should receive the recommended series of vaccinations for their age, their blood should be tested for lead, and they should visit a dentist every year. Children with chronic health conditions, such as asthma, should receive proper medical management for their condition.

The common cold (upper respiratory infection) is a frequent reason for children to see their primary care provider. Although existing clinical guidelines do not support the use of antibiotics to treat the common cold, many providers often prescribe them for this condition. Pharyngitis (sore throat) is the only condition among upper respiratory infections that can be easily diagnosed as having a bacterial origin (through a group A streptococcus test) and thus be appropriately and successfully treated with antibiotics.

Excess use of antibiotics has been proven to be directly linked with the prevalence of antibiotic resistant strains of bacteria in the community. The two measures reported here, Appropriate Treatment for Upper Respiratory Infection and Appropriate Testing for Pharyngitis, measure the appropriate use of antibiotics in children.

The Medicaid Well-Child percentages are calculated for the plans by the NYSDOH using data from the Medicaid Encounter Data System (MEDS). The methodology was revised this year to more specifically include primary care, comprehensive well-child visits, and ensure improved compatibility to national benchmarks. To enable trending, the 2003 rates and significance were recalculated using this new methodology; therefore, they will not match rates published by the Department in the 2004 report. Both commercial and Child Health Plus rates were calculated by the plans using different criteria, and as a result, the Medicaid rates are not comparable to the commercial and Child Health Plus rates.



Measure Descriptions

Measure	Description (Type of Insurance)
Childhood Immunization Status (4-3-1-3-3-1)	The percentage of two-year-olds who were fully immunized. The HEDIS specifications for fully immunized consisted of the following vaccines: 4 Diphtheria/Tetanus/Pertussis, 3 Polio, 1 Measles/Mumps/Rubella, 3 H Influenza type B, 3 Hepatitis B, and 1 Varicella. This measure was not collected in 2004; 2003 data are presented in this report. (CO, MA, CHP)
Lead Testing	The percentage of two-year-olds who were tested for lead poisoning at least once. This measure was not collected in 2004; 2003 data are presented in this report. (CO, MA, CHP)
Use of Appropriate Medications for People with Asthma	The percentage of children ages 5 to 17 years with persistent asthma who received appropriate medications to control their condition. For Child Health Plus, the reporting age group is 5 to 18 years. (CO, MA, CHP)
Annual Dental Visit	The percentage of children and adolescents ages 4 through 21 years (4-18 years for Child Health Plus), who had at least one dental visit within the last year. When a Medicaid plan does not offer dental as part of its benefit package enrollees have access to dental services through Medicaid fee-for-service; that data are not presented here. (MA, CHP)
Appropriate Treatment for Upper Respiratory Infection (URI)	The percentage of children, ages 3 months to 18 years, who were diagnosed with an upper respiratory infection (common cold) and who were <u>not</u> given a prescription for an antibiotic. A higher score indicates more appropriate treatment for children with URI. (CO, MA, CHP)
Appropriate Testing for Pharyngitis	The percentage of children, ages two to 18 years, who were diagnosed with pharyngitis, were prescribed an antibiotic, and who were given a group A streptococcus test. (CO, MA, CHP)
Well-Child & Preventive Care Visits in the First 15 Months of Life (5 or more visits)	The percentage of children who had five or more well-child and preventive health visits in their first 15 months of life. This measure was not collected in 2004 for commercial or Child Health Plus members; 2003 data are presented in this report. (CO, MA, CHP)
Well-Child & Preventive Health Care Visits in the 3rd, 4th, 5th, or 6th Year of Life	The percentage of children between the ages of three and six years who had a well-child and preventive health visit in the past year. This measure was not collected in 2004 for commercial or Child Health Plus members; 2003 data are presented in this report. (CO, MA, CHP)
Adolescent Well-Care and Preventive Visits	The percentage of adolescents who had a well-care or preventive care visit in the past year. This measure was not collected in 2004 for commercial or Child Health Plus members; 2003 data are presented in this report. (CO, MA, CHP)

Commercial Health Plan Performance

HEALTH PLAN	Childhood Immunization (4-3-1-3-3-1)	Lead Testing	Use of Appropriate Medications for People With Asthma (Ages 5-17)
Aetna	57▼	67	69▼
BSNENY	78▲	65	75
Blue Choice	79▲	62	80▲
CDPHP	76▲	67	74
CIGNA	68	67	64▼
Community Blue	79▲	77▲	72
Empire	66	60▼	71▼
GHI HMO Select	61	57▼	63▼
HIP	48▼	59▼	71▼
Health Net	60▼	69	80▲
Independent Health	76▲	76▲	78▲
MDNY	55▼	45▼	49▼
MVP	76▲	70	77▲
Oxford	67	66	76▲
Preferred Care	82▲	72▲	74
UnitedHealthCare of New York	65	64	70
Univera HealthCare	81▲	81▲	73
Upstate HMO	77▲	75▲	78
Vytra Health Plans	65	57▼	78
Statewide Average	67	67	74

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average

NOTE: Plans without symbols are not significantly different from the statewide average.

Commercial Health Plan Performance

HEALTH PLAN	Appropriate Treatment for URI	Appropriate Testing for Pharyngitis	Well-Child & Preventive Care Visits in the First 15 Months of Life (5+ Visits)	Well-Child & Preventive Care Visits in the 3 rd , 4 th , 5 th , or 6 th Year of Life	Adolescent Well-Care and Preventive Visits
Aetna	81▼	81▼	73▼	70▼	40▼
BSNENY	87▲	83▼	96▲	78	49
Blue Choice	89▲	89▲	95▲	88▲	53
CDPHP	80▼	86▲	97▲	94▲	65▲
CIGNA	86▲	83▼	83▼	72▼	42▼
Community Blue	81▼	73▼	94▲	82▲	50▼
Empire	81▼	86▲	88	79▼	45▼
GHI HMO Select	83	84	88	84▲	50
HIP	84	78▼	84▼	73▼	59▲
Health Net	86▲	89▲	90	75	52
Independent Health	82▼	79▼	95▲	86▲	60▲
MDNY	88▲	87	92▲	86▲	55
MVP	84	85	91▲	81▲	49▼
Oxford	86▲	89▲	88	80▲	56▲
Preferred Care	89▲	85	97▲	89▲	61▲
UnitedHealthCare of New York	85	86▲	81▼	73▼	45▼
Univera HealthCare	86	77▼	92▲	81	52▼
Upstate HMO	83	84	74▼	78▼	48▼
Vytra Health Plans	83	87▲	93▲	84▲	50▼
Statewide Average	84	85	88	80	53

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average

NOTE: Plans without symbols are not significantly different from the statewide average.

Medicaid Health Plan Performance

HEALTH PLAN	Childhood Immunization (4-3-1-3-3-1)	Lead Testing	Use of Appropriate Asthma Medications (Ages 5-17)	Annual Dental Visit
Affinity Health Plan	79▲	77	68	42▼
AmeriChoice	46▼	68▼	69	47▲
BSNENY	71▲	66	87▲	NA
Blue Choice Option	67▲	84▲	73▲	NA
CDPHP	64▲	67▼	72	NA
CarePlus Health Plan	57	88▲	69	47▲
CenterCare	54	74	69	32▼
Community Blue	64▲	67▼	73▲	NA
Community Choice Health Plan	57	84▲	50▼	48▲
Community Premier Plus	58	80▲	63▼	10▼
Fidelis Care New York	61	81▲	68	52▲
GHI HMO Select	—	—	—	20▼
HIP	38▼	50▼	69	41▼
Health Plus	58	84▲	68	47▲
HealthFirst PHSP, Inc.	51▼	77	67	42▼
Hudson Health Plan	61	82▲	73	53▲
Independent Health's MediSource	65▲	80▲	68	NA
MetroPlus	63▲	90▲	68	27▼
Neighborhood Health Providers	52	79▲	69	37▼
New York-Presbyterian CHP	75▲	87▲	77▲	36▼
Partners in Health	64▲	77	60▼	45
Preferred Care	75▲	82▲	71	NA
Suffolk Health Plan	65▲	83▲	67	NA
Total Care	67▲	82▲	67	38
UnitedHealthCare of New York	55	61▼	71	40▼
Univera Community Health	66▲	82▲	63	48
WellCare of New York	41▼	65▼	71	—
Statewide	56	74	69	44

LEGEND

▲ Significantly better than statewide average

▼ Significantly worse than the statewide average

— Sample size too small to report

NA Not applicable. Plan does not provide dental coverage

NOTE: Plans without symbols are not significantly different from the statewide average.

Medicaid Health Plan Performance

HEALTH PLAN	Appropriate Treatment for URI	Appropriate Testing for Pharyngitis	Well-Child & Preventive Care Visits in the First 15 Months of Life (5+ Visits)	Well-Child & Preventive Care Visits in the 3 rd , 4 th , 5 th , or 6 th Year of Life	Adolescent Well-Care and Preventive Visits
Affinity Health Plan	84	49	62▼	67▼	42▼
AmeriChoice	85	68▲	49▼	71	51▲
BSNENY	84	77▲	76▲	75	49▲
Blue Choice Option	89▲	80▲	73▲	72▲	47▲
CDPHP	83▼	67▲	80▲	72	49▲
CarePlus Health Plan	82▼	21▼	68	75▲	52▲
CenterCare	89▲	31▼	46▼	55▼	35▼
Community Blue	77▼	59▲	78▲	74▲	49▲
Community Choice Health Plan	98▲	67▲	56▼	64▼	30▼
Community Premier Plus	88▲	30▼	64	74▲	39▼
Fidelis Care New York	81▼	57▲	67▲	69▼	43▼
GHI HMO Select	—	—	—	—	19▼
HIP	84▼	56▲	61▼	72▲	46▲
Health Plus	82▼	25▼	62▼	72▲	45
HealthFirst PHSP, Inc.	85▲	51▲	58▼	71	47▲
Hudson Health Plan	94▲	76▲	77▲	74▲	43▼
Independent Health's MediSource	85	63▲	74▲	70	51▲
MetroPlus	89▲	20▼	68▲	75▲	46▲
Neighborhood Health Providers	81▼	34▼	80▲	77▲	49▲
New York-Presbyterian CHP	85	28▼	56▼	69▼	40▼
Partners in Health	92▲	40▼	71▲	69▼	35▼
Preferred Care	90▲	70▲	81▲	76▲	51▲
Suffolk Health Plan	78▼	42▼	80▲	68▼	36▼
Total Care	89▲	65▲	71▲	67▼	44
UnitedHealthCare of New York	78▼	59▲	64	70	45
Univera Community Health	88▲	64▲	62	68	56▲
WellCare of New York	83▼	43▼	61	74▲	49▲
Statewide	84	49	65	71	45

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

Child Health Plus Plan Performance

HEALTH PLAN	Childhood Immunization (4-3-1-3-3-1)	Lead Testing	Use of Appropriate Asthma Medications (Ages 5-18)	Annual Dental Visit
Affinity Health Plan	73▲	79▲	71	50▼
AmeriChoice	—	—	—	45▼
BSNENY	56	77	80▲	47▼
Blue Choice	73▲	75	80▲	72▲
CDPHP	64	68	76	63▲
CarePlus Health Plan	64	85▲	63▼	51▼
CenterCare	56	74	70	55▲
Community Blue	51▼	73	72	58▲
Community Choice Health Plan	60	70	—	53
Community Premier Plus	52	76	—	45▼
Empire	65	64▼	71	55▲
Fidelis Care New York	68▲	79▲	69	56▲
GHI	—	—	—	48▼
HIP	49▼	53▼	77	49▼
Health Plus	62	83▲	67▼	50▼
HealthFirst PHSP, Inc.	60	78▲	75	47▼
Hudson Health Plan	58	84▲	NV	62▲
MetroPlus	59	96▲	64	41▼
Neighborhood Health Providers	54	87▲	66	47▼
New York-Presbyterian CHP	82▲	90▲	—	46▼
Partners in Health	—	—	—	46
Suffolk Health Plan	—	—	72	54
Total Care	—	—	79	44▼
UnitedHealthCare of New York	65	67	69	40▼
Univera Community Health	62	88▲	85▲	63▲
Upstate HMO	75▲	73	83▲	57▲
WellCare of New York	54▼	61▼	65	49▼
Statewide	63	71	72	53

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average
- Sample size too small to report
- NV Plan submitted invalid data

NOTE: Plans without symbols are not significantly different from the statewide average.

Child Health Plus Plan Performance

HEALTH PLAN	Appropriate Treatment for URI	Appropriate Testing for Pharyngitis	Well-Child & Preventive Care Visits in the First 15 Months of Life (5+ Visits)	Well-Child & Preventive Care Visits in the 3 rd , 4 th , 5 th , or 6 th Year of Life	Adolescent Well-Care and Preventive Visits
Affinity Health Plan	77▼	59▼	88▲	81	61
AmeriChoice	92▲	91▲	—	87	77▲
BSNENY	88▲	78▲	—	76	50▼
Blue Choice	90▲	87▲	89▲	81▲	61▲
CDPHP	78▼	76▲	97▲	84▲	56
CarePlus Health Plan	84▲	22▼	83	86▲	65▲
CenterCare	91▲	21▼	—	79	58
Community Blue	82	61▼	—	79	53▼
Community Choice Health Plan	87▲	65	—	85▲	63▲
Community Premier Plus	89▲	28▼	—	72▼	52
Empire	78▼	78▲	75▼	75▼	53▼
Fidelis Care New York	79▼	55▼	82	77	58
GHI	91▲	—	—	85	66▲
HIP	84▲	67	87▲	79	67▲
Health Plus	81	38▼	86▲	81	58
HealthFirst PHSP, Inc.	85▲	59▼	78	80	59
Hudson Health Plan	98▲	76▲	—	79	50▼
MetroPlus	92▲	21▼	—	86▲	62▲
Neighborhood Health Providers	79	39▼	—	85▲	64▲
New York-Presbyterian CHP	87▲	28▼	—	84▲	60
Partners in Health	97▲	—	—	—	62
Suffolk Health Plan	87	41▼	—	72▼	40▼
Total Care	85	74	—	80	65▲
UnitedHealthCare of New York	77▼	78▲	79	81▲	56
Univera Community Health	86▲	66	—	72▼	54
Upstate HMO	74▼	76▲	75	70▼	43▼
WellCare of New York	85▲	63	—	77	56
Statewide	81	67	79	79	57

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

Trends and Benchmarks

COMMERCIAL

Measure	2002	2003	2004	2004 National Average
Childhood Immunization	67	67	Rotated	73
Lead Testing	66	67	Rotated	NA
Use of Appropriate Asthma Medications (Ages 5-17)	65	71	74	NA
Appropriate Treatment for URI	NA	85	84	83
Appropriate Testing for Pharyngitis	NA	84	85	73
Well-Child and Preventive Care Visits 15 Months	Rotated	88	Rotated	83
Well-Child and Preventive Care Visits 3-6 Years	Rotated	80	Rotated	63
Adolescent Well-Care and Preventive Visits	Rotated	53	Rotated	37

MEDICAID

Measure	2002	2003	2004	2004 National Average
Childhood Immunization	57	56	Rotated	63
Lead Testing	74	74	Rotated	NA
Use of Appropriate Asthma Medications (Ages 5-17)	58	64	69	NA
Annual Dental Visit	35	38	44	39
Appropriate Treatment for URI	NA	88	84	80
Appropriate Testing for Pharyngitis	NA	45	49	54
Well-Child and Preventive Care Visits 15 Months *	57	61	65	NC
Well-Child and Preventive Care Visits 3-6 Years *	65	69	71	NC
Adolescent Well-Care and Preventive Visits *	41	43	45	NC

CHILD HEALTH PLUS**

Measure	2002	2003	2004
Childhood Immunization	56	63	Rotated
Lead Testing	68	71	Rotated
Use of Appropriate Asthma Medications (Ages 5-18)	63	71	72
Annual Dental Visit	41	47	53
Appropriate Treatment for URI	NA	83	81
Appropriate Testing for Pharyngitis	NA	67	67
Well-Child and Preventive Care Visits 15 Months	67	79	Rotated
Well-Child and Preventive Care Visits 3-6 Years	75	79	Rotated
Adolescent Well-Care and Preventive Visits	53	57	Rotated

LEGEND

* New Specifications applied to 2002 and 2003 MEDS data

** There are no national benchmarks for Child Health Plus

NA – Not available

NC – Rates not comparable due to differences in calculation

Looking for more information on children's health services?

The following measures are published in the 2005 Report on Managed Care Performance Supplement at the link:
<http://www.nyhealth.gov>

- Frequency of Myringotomy Procedures – Children Ages 0-4 and 5-19
- Frequency of Tonsillectomy Procedures – Children Ages 0-9 and 10-19

Women's Health

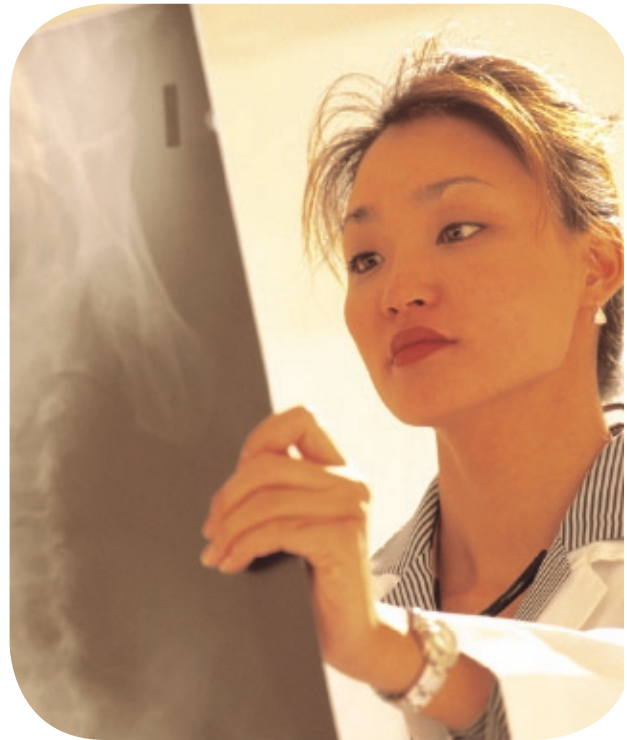


Women's Health

Early detection of cervical and breast cancer increases a woman's chance of survival. Pap tests and mammograms are recommended for women to screen for these cancers.

Chlamydia is the most common sexually transmitted disease in the United States. Left undetected and untreated, chlamydia infection can lead to pelvic inflammatory disease, infertility, ectopic pregnancy, premature birth and low birthweight babies. As part of preventive care services, all sexually active women between the ages of 16 and 25 should be screened for chlamydia infection.

It is important for pregnant women to obtain early and regular prenatal care to increase the likelihood of healthy outcomes for them and their babies. All new mothers need post-partum care to ensure there are no complications and to provide appropriate services, including on-going family planning.



Measure	Description (Type of Insurance)
Breast Cancer Screening	The percentage of women between the ages of 50 and 69 years who had a mammogram within the past two years. (CO, MA)
Cervical Cancer Screening	The percentage of women between the ages of 21 and 64 years who had a Pap test within the last three years. (CO, MA)
Chlamydia Screening	The percentage of sexually active young women who had at least one test for chlamydia. The measure is reported separately for ages 16 through 20 and 21 through 25. Medicaid percentages were calculated by the NYSDOH using data from the Medicaid Encounter Data System (MEDS). (CO, MA)
Timeliness of Prenatal Care	The percentage of women who gave birth in the last year who had a prenatal care visit in their first trimester or within 42 days of enrollment in their health plan. (CO, MA)
Postpartum Care	The percentage of women who had a postpartum care visit between 21 and 56 days after they gave birth. (CO, MA)
Frequency of Ongoing Prenatal Care	The percentage of Medicaid-enrolled women who received 81 percent or more of the expected number of prenatal care visits, adjusted for gestational age and month the member enrolled in the health plan. (MA)

Commercial Health Plan Performance

HEALTH PLAN	Breast Cancer Screening	Cervical Cancer Screening	Chlamydia Screening (Ages 16-20)	Chlamydia Screening (Ages 21-25)	Timeliness of Prenatal Care	Postpartum Care
Aetna	63▼	82	38	46▲	89▼	70▼
BSNENY	80▲	87▲	33▼	40	93	86▲
Blue Choice	83▲	84▲	47▲	45▲	92	86▲
CDPHP	75▲	82	39	42▲	95▲	85▲
CIGNA	69	82	40	45▲	97▲	78
Community Blue	77	85	31▼	27▼	88▼	79
Empire	74	79	34▼	38	94	76
GHI HMO Select	67▼	76▼	27▼	31▼	94	83▲
HIP	69▼	74▼	49▲	55▲	87▼	68▼
Health Net	78▲	79	27▼	33▼	95▲	79
Independent Health	76▲	87▲	37	33▼	96▲	90▲
MDNY	67▼	78	26▼	31▼	85▼	70▼
MVP	72	85▲	35▼	39	96▲	87▲
Oxford	74	81	30▼	34▼	91	74
Preferred Care	78▲	83	45▲	45▲	94	88▲
UnitedHealthCare of New York	69	80	35▼	40	92	75
Univera HealthCare	78	83	40	39	93	86▲
Upstate HMO	80▲	80	32▼	31▼	96▲	84▲
Vytra Health Plans	70	84	37	32▼	98▲	83▲
Statewide	74	81	38	39	92	78

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average

NOTE: Plans without symbols are not significantly different from the statewide average.

Medicaid Health Plan Performance

HEALTH PLAN	Breast Cancer Screening	Cervical Cancer Screening	Chlamydia Screening (Ages 16-20)	Chlamydia Screening (Ages 21-25)
Affinity Health Plan	76▲	69	47▲	53▲
AmeriChoice	63▼	79▲	41	43▼
BSNENY	66	78▲	32▼	29▼
Blue Choice Option	70	83▲	55▲	55▲
CDPHP	59▼	77▲	51▲	49
CarePlus Health Plan	71	68	41	55▲
CenterCare	65	74	36▼	44▼
Community Blue	60▼	78▲	32▼	32▼
Community Choice Health Plan	62▼	65▼	44	54▲
Community Premier Plus	70	73	37▼	49
Fidelis Care New York	71	74	40▼	43▼
GHI HMO Select	—	63▼	—	33
HIP	66	70	42	42▼
Health Plus	63▼	63▼	40▼	47
HealthFirst PHSP, Inc.	73	71	39▼	45▼
Hudson Health Plan	68	67▼	42	48
Independent Health's MediSource	66	77▲	54▲	50
MetroPlus	82▲	77▲	49▲	64▲
Neighborhood Health Providers	70	72	44	55▲
New York-Presbyterian CHP	69	70	48▲	54▲
Partners in Health	79▲	82▲	17▼	17▼
Preferred Care	58▼	77▲	63▲	72▲
Suffolk Health Plan	60▼	73	41	47
Total Care	69	73	63▲	56▲
UnitedHealthCare of New York	64▼	69	30▼	34▼
Univera Community Health	61▼	75	55▲	53▲
WellCare of New York	59▼	55▼	25▼	31▼
Statewide	69	72	42	47

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

Medicaid Health Plan Performance

HEALTH PLAN	Timeliness of Prenatal Care	Postpartum Care	Frequency of Ongoing Prenatal Care
Affinity Health Plan	87	72	78▲
AmeriChoice	82	67	42▼
BSNENY	92▲	71	81▲
Blue Choice Option	86	68	62
CDPHP	89▲	60▼	80▲
CarePlus Health Plan	78▼	58▼	59
CenterCare	72▼	67	37▼
Community Blue	85	69	72▲
Community Choice Health Plan	86	67	69▲
Community Premier Plus	87	72	70▲
Fidelis Care New York	83	67	69▲
GHI HMO Select	75	67	48▼
HIP	79▼	65	43▼
Health Plus	82	68	61
HealthFirst PHSP, Inc.	87	69	61
Hudson Health Plan	90▲	72	56▼
Independent Health's MediSource	92▲	70	71▲
MetroPlus	90▲	75▲	69▲
Neighborhood Health Providers	79▼	64	60
New York-Presbyterian CHP	85	74▲	70▲
Partners in Health	86	60▼	56▼
Preferred Care	88▲	71	68▲
Suffolk Health Plan	91▲	74▲	62
Total Care	78▼	61▼	63
UnitedHealthCare of New York	83	65	42▼
Univera Community Health	84	71	72▲
WellCare of New York	72▼	58▼	61
Statewide	84	68	61

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average

NOTE: Plans without symbols are not significantly different from the statewide average.

Trends and Benchmarks

COMMERCIAL

Measure	2002	2003	2004	2004 National Average
Breast Cancer Screening	74	Rotated	74	73
Cervical Cancer Screening	81	Rotated	81	81
Chlamydia Screening (Ages 16-20)	31	37	38	33
Chlamydia Screening (Ages 21-25)	30	38	39	32
Timeliness of Prenatal Care	88	Rotated	92	91
Postpartum Care	74	Rotated	78	81

MEDICAID

Measure	2002	2003	2004	2004 National Average
Breast Cancer Screening	66	Rotated	69	54
Cervical Cancer Screening	71	Rotated	72	65
Chlamydia Screening (Ages 16-20)	38	41	42	46
Chlamydia Screening (Ages 21-25)	39	46	47	49
Timeliness of Prenatal Care	78	Rotated	84	78
Postpartum Care	63	Rotated	68	57
Frequency of Ongoing Prenatal Care	53	Rotated	61	48

Looking for more information on women's health services?

The following measures are published in the 2005 Report on Managed Care Performance Supplement at the link:
<http://www.nyhealth.gov>

- Prenatal Care in the First Trimester
- Risk-Adjusted Low Birthweight
- Risk-Adjusted Primary Cesarean Delivery
- Unadjusted Cesarean Delivery
- Frequency of Abdominal Hysterectomy
- Frequency of Vaginal Hysterectomy
- Maternity Discharges, Days, and Average Length of Stay
- Newborn Births and Average Length of Stay – Complex and Well Newborns

Adults Living With Illness



Adults Living With Illness

This section provides information on how well managed care plans provide care to their members who are living with a chronic illness. The percentage of adults who received beta-blocker medication after a heart attack is presented here, as is cholesterol screening test results for patients who recently had either a heart attack or heart surgery. Whether certain screening test results were within a recommended range are also shown. In addition, information is provided on patients with hypertension (high blood pressure) who adequately controlled their blood pressure, and for adults with persistent asthma who received appropriate medication to control their illness. The percentage of members screened for colorectal cancer is shown. This section also contains six separate performance measures for diabetes care. Advising Smokers to Quit is a performance measure calculated from the CAHPS, which measures whether a health care provider advised against smoking. This measure was not collected for Medicaid in 2004; 2003 data is presented in this report.

New Measures

Approximately 1.1 million people have heart attacks in the United States each year. Despite high use of

beta-blockers in the initial days following a heart attack, studies show that continued use of these medications tends to decline in the first year. Several clinical trials have shown that when beta-blockers are taken for a prolonged period of time after a heart attack, subsequent heart attacks and deaths can be significantly reduced. The new measure, Persistence of Beta-Blocker Treatment, has been introduced to measure the use of prolonged beta-blocker treatment in the period of time following a heart attack.

Low back pain is a prevalent problem that affects two thirds of adults at some time in their lives, and is among the top 10 reasons for patient visits to their doctors. However, low back pain that is not attributed to a spinal disorder or other serious condition is difficult to diagnose using imaging studies such as x-ray, MRI, or CT scan. Given the potential harm from the radiation used in these procedures and their poor ability to diagnose the cause of the pain, it is recommended that the use of these imaging studies for low back pain be minimized. Use of Imaging Studies for Low Back Pain measures the appropriate use of imaging to diagnose the cause of low back pain.



Measure Descriptions

Measure	Description (Type of Insurance)
Controlling High Blood Pressure	The percentage of members, ages 46 to 85 years, who have hypertension and who have controlled their blood pressure (at or below 140/90). (CO, MA)
Use of Appropriate Medications for People with Asthma (18-56 Years)	The percentage of members, ages 18 to 56 years, with persistent asthma who received appropriate medications to control their condition. (CO, MA)
Advising Smokers to Quit	The percentage of members, 18 years and older, who are either current smokers or recent quitters, who received advice within the last two years from a health care provider to quit smoking. This measure was not collected in 2004 for Medicaid members; 2003 data are presented in this report. (CO, MA)
Beta-Blocker Use After Heart Attack	The percentage of members, ages 35 years and older, who were hospitalized after a heart attack and received beta-blocker medication. This measure was not collected in 2004; 2003 data are presented in this report. (CO)
Colorectal Cancer Screening	The percentage of adults, ages 50 to 80 years, who had appropriate screening for colorectal cancer. (CO)
Cholesterol Management After Acute Cardiovascular Event	This measure reports three components of care for members who had a heart attack or heart surgery within the last year and whether they received necessary components of cholesterol management. This measure was not collected in 2004; 2003 data are presented in this report. (CO)
1) Cholesterol Screening Test	The percentage of members who had a cholesterol screening test done.
2) Cholesterol Level Controlled (LCL-C < 100 mg/dL)	The percentage of members who had a cholesterol test done, and had a very good result (LDL-C < 100mg/dL).
3) Cholesterol Level Controlled (LDL-C < 130 mg/dL)	The percentage of members who had a cholesterol test done, and had a good result (LDL-C < 130mg/dL).
Comprehensive Diabetes Care	This measure reports six components for members who were diabetics and whether they received necessary components of diabetes care. (CO, MA)
1) HbA1c Testing	The percentage of diabetics who received a Hemoglobin A1c (HbA1c) test within the last year.
2) Poor HbA1c Control	The percentage of diabetics whose most recent HbA1c level indicated poor control (>9.0 percent). A low rate is desirable for this measure.
3) Dilated Eye Exam	The percentage of diabetics who had a retinal exam over the last two years.
4) Lipid Profile	The percentage of diabetics who had a cholesterol test done over the last two years.
5) Lipids Controlled	The percentage of diabetics who had a cholesterol test done over the last two years and their most recent level of "bad cholesterol" was controlled (LDL-C < 130mg/dL). The percentage who had a greater level of control (LDL-C < 100mg/dL) is also shown.
6) Nephropathy Screening	The percentage of diabetics who were screened for kidney damage.
Persistence of Beta-Blocker Treatment	The percentage of members, ages 35 years and older, who were hospitalized after a heart attack and who received beta-blocker medication for six months. This was the first year that plans were required to collect this information for their commercial members, and results are presented in aggregate. (CO)
Use of Imaging Studies for Low Back Pain	The percentage of members, ages 18 to 50, who were diagnosed with low back pain and who did <u>not</u> have an imaging study (x-ray, MRI, CT scan). A higher score indicates more appropriate use of imaging studies to treat low back pain. This is the first year that health plans collected data for this measure, and results are shown in aggregate. (CO, MA)

Commercial Health Plan Performance

HEALTH PLAN	Controlling High Blood Pressure	Use of Appropriate Asthma Medications (Ages 18-56)	Advising Smokers to Quit	Beta Blocker Use After Heart Attack	Colorectal Cancer Screening	Cholesterol Management After Acute Cardiovascular Event		
						Cholesterol Screening Test	Cholesterol Level Controlled (<100 mg/dL)	Cholesterol Level Controlled (<130 mg/dL)
Aetna	49▼	73▼	69	96	49▼	83	51	68
BSNENY	69	75	75	98▲	53▼	87	47	69
Blue Choice	75	78▲	74	98▲	63▲	88▲	53	74
CDPHP	75	77	78	94	64▲	86	58	73
CIGNA	68	70▼	60▼	96	50▼	85	57	71
Community Blue	71	76	76	97▲	52▼	82	51	70
Empire	73	73▼	70	99▲	44▼	82	68▲	73
GHI HMO Select	72	74	65▼	94	47▼	82	47	61
HIP	71	75	77	84▼	47▼	81	53	69
Health Net	69	80▲	67	88▼	62▲	85	54	72
Independent Health	75	85▲	73	96	61	85	48▼	64▼
MDNY	51▼	70▼	69	82	51▼	77	52	67
MVP	78▲	78▲	76	97▲	55	83	51	74
Oxford	75	76	76	93	66▲	87	56	75
Preferred Care	76▲	73	74	100▲	60	84	48	72
UnitedHealthCare of New York	61▼	71▼	65	—	45▼	87	46	61
Univera HealthCare	69	72▼	81▲	91	60	86	54	74
Upstate HMO	74	77	80	98	59	80	53	66
Vytra Health Plans	77▲	77	76	100▲	55	85	57	73
Statewide	71	76	74	94	56	84	54	71

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

Commercial Health Plan Performance

HEALTH PLAN	Comprehensive Diabetes Care						
	HbA1C Testing	Poor* HbA1C Control	Dilated Eye Exam	Lipid Profile	Lipids Controlled (<100mg/dL)	Lipids Controlled (<130mg/dL)	Nephropathy Screening
Aetna	83▼	36▼	48▼	94	34▼	66▼	51▼
BSNENY	91▲	25	53	95	40	63▼	56
Blue Choice	92▲	23▲	65▲	95	49▲	76▲	60
CDPHP	92▲	21▲	60▲	94	48	76▲	51▼
CIGNA	86	35▼	48▼	93	39▼	65▼	51▼
Community Blue	87	25	54	95	42	72	61
Empire	85	31	54	94	76▲	83▲	76▲
GHI HMO Select	88	30	49▼	95	41	66▼	48▼
HIP	86	25	54	95	40	71	70▲
Health Net	85	31	53	94	42	70	53▼
Independent Health	85	30	64▲	94	42	70	62
MDNY	77▼	34▼	45▼	89▼	42	69	42▼
MVP	88	24▲	59	94	44	70	51▼
Oxford	90	33▼	52	95	40	69	54▼
Preferred Care	94▲	19▲	64▲	93	47	73	63
UnitedHealthCare of New York	83▼	42▼	53	93	30▼	52▼	51▼
Univera HealthCare	91▲	23▲	55	94	39▼	67	66▲
Upstate HMO	91▲	22▲	62▲	92	44	68	49▼
Vytra Health Plans	90	23▲	48▼	94	47	75	48▼
Statewide	88	28	55	94	44	71	59

* A low rate is desirable for this measure

LEGEND

- ▲ Significantly better than statewide average in 2004
- ▼ Significantly worse than the statewide average in 2004

NOTE: Plans without symbols are not significantly different from the statewide average.

Medicaid Health Plan Performance

HEALTH PLAN	Controlling High Blood Pressure	Use of Appropriate Asthma Medications (Ages 18-56)	Advising Smokers to Quit
Affinity Health Plan	78▲	73	66
AmeriChoice	67	77▲	58
BSNENY	70	58▼	61
Blue Choice Option	69	74	76▲
CDPHP	71	74	70
CarePlus Health Plan	60▼	63▼	68
CenterCare	66	71	63
Community Blue	66	74	71
Community Choice Health Plan	57▼	50▼	64
Community Premier Plus	58▼	72	50
Fidelis Care New York	58▼	75▲	66
GHI HMO Select	70	—	NA
HIP	74▲	71	53
Health Plus	74▲	69▼	61
HealthFirst PHSP, Inc.	69	71	62
Hudson Health Plan	71	74	81▲
Independent Health's MediSource	66	82▲	69
MetroPlus	67	71	62
Neighborhood Health Providers	68	65▼	48▼
New York-Presbyterian CHP	80▲	80▲	65
Partners in Health	81▲	61▼	58
Preferred Care	62▼	75	73
Suffolk Health Plan	59▼	73	75
Total Care	67	81▲	62
UnitedHealthCare of New York	60▼	74	NA
Univera Community Health	61▼	77	74
WellCare of New York	66	73	54▼
Statewide	69	72	66

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average
- Sample size too small to report
- NA Not applicable. Was not surveyed.

NOTE: Plans without symbols are not significantly different from the statewide average.

Medicaid Health Plan Performance

HEALTH PLAN	Comprehensive Diabetes Care						
	HbA1C Testing	Poor* HbA1C Control	Dilated Eye Exam	Lipid Profile	Lipids Controlled (<100mg/dL)	Lipids Controlled (<130mg/dL)	Nephropathy Screening
Affinity Health Plan	88	33	61▲	94▲	40	66	54
AmeriChoice	74▼	52▼	45▼	86▼	27▼	48▼	46▼
BSNENY	89	28▲	49▼	93	33	60	56
Blue Choice Option	93▲	31▲	59	90	39	64	63▲
CDPHP	85	37	54	89	36	60	44▼
CarePlus Health Plan	84	35	53	91	35	64	54
CenterCare	76▼	46▼	58	85▼	30▼	57▼	59
Community Blue	87	34	52	92	40	67	62▲
Community Choice Health Plan	85	55▼	64▲	87▼	26▼	55▼	61
Community Premier Plus	82	39	62▲	89	34	54▼	48▼
Fidelis Care New York	81▼	48▼	50▼	89	30▼	55▼	52
GHI HMO Select	83	43	43▼	94	32	51▼	44▼
HIP	86	30▲	58	95▲	42	71▲	69▲
Health Plus	90▲	33	56	93	38	62	55
HealthFirst PHSP, Inc.	84	35	50▼	91	36	62	57
Hudson Health Plan	84	35	57	85▼	32▼	54▼	55
Independent Health's MediSource	87	42▼	60	91	34	62	65▲
MetroPlus	88	34	57	95▲	47▲	71▲	46▼
Neighborhood Health Providers	88	38	60	92	42▲	69▲	56
New York-Presbyterian CHP	93▲	30▲	66▲	95▲	45▲	74▲	67▲
Partners in Health	85	36	73▲	93	35	66	64▲
Preferred Care	87	36	58	85▼	40	63	59
Suffolk Health Plan	82	44▼	48▼	81▼	41	65	64▲
Total Care	88	35	55	85▼	35	58▼	52
UnitedHealthCare of New York	85	39	56	92	31▼	55▼	51▼
Univera Community Health	86	43▼	41▼	90	33	57	59
WellCare of New York	84	38	50▼	89	34	59	49▼
Statewide	85	37	56	92	38	63	56

* A low rate is desirable for this measure

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average

NOTE: Plans without symbols are not significantly different from the statewide average.

New Measures

Persistence of Beta-Blocker Treatment

This is the first year that the NYSDOH required health plans to submit data regarding the persistence of beta-blocker treatment for their commercial members. Individual plan rates are not reported; instead statewide aggregate information is presented for each payer.

Commercial	
Number of Health Plans Reporting:	17
Number of plans with fewer than 30 eligible enrollees	2
Statewide Average:	71
Standard Deviation:	10
Range of scores:	39, 84
10 th Percentile:	59
25 th Percentile:	70
Median:	73
75 th Percentile:	77
90 th Percentile:	79

Use of Imaging Studies for Low Back Pain

This is the first year that the NYSDOH required health plans to submit data regarding the appropriate use of imaging studies for low back pain for their commercial and Medicaid members. Individual plan rates are not reported; instead statewide aggregate information is presented for each payer.

	Commercial	Medicaid
Number of Health Plans Reporting:	19	27
Number of plans with fewer than 30 eligible enrollees	0	1
Statewide Average:	77	82
Standard Deviation:	5	5
Range of scores:	66, 87	69, 93
10 th Percentile:	72	77
25 th Percentile:	74	78
Median:	77	81
75 th Percentile:	80	85
90 th Percentile:	86	88

Trends and Benchmarks

COMMERCIAL

Measure	2002	2003	2004	2004 National Average
Controlling High Blood Pressure	62	Rotated	71	67
Use of Appropriate Medications for People with Asthma (Ages 18-56)	68	74	76	74
Advising Smokers to Quit	72	73	74	70
Beta-Blocker Use after Heart Attack	Rotated	94	Rotated	94
Cholesterol Management After Acute Cardiovascular Event Measures				
Cholesterol Screened	Rotated	84	Rotated	82
Cholesterol Level <130	Rotated	71	Rotated	68
Cholesterol Level <100	NA	54	Rotated	51
Colorectal Cancer Screening	NA	53	56	49
Comprehensive Diabetes Care Measures				
HbA1c Testing	83	85	88	87
Poor HbA1c Control*	31	31	28	31
Dilated Eye Exam	56	53	55	51
Lipid Profile	90	91	94	91
Lipids Controlled <100		37	44	40
Lipids Controlled <130	58	64	71	65
Nephropathy Screening	55	52	59	52
Persistence of Beta-Blocker Treatment	NA	NA	71	67
Use of Imaging Studies for Low Back Pain	NA	NA	79	75

MEDICAID

Measure	2002	2003	2004	2004 National Average
Controlling High Blood Pressure	59	Rotated	69	61
Use of Appropriate Medications for People with Asthma (Ages 18-56)	68	71	72	65
Advising Smokers to Quit	Rotated	66	Rotated	67
Comprehensive Diabetes Care Measures				
HbA1c Testing	80	84	85	76
Poor HbA1c Control*	45	42	37	49
Dilated Eye Exam	54	55	56	45
Lipid Profile	82	88	92	80
Lipids Controlled <100	NA	35	38	31
Lipids Controlled <130	50	58	63	51
Nephropathy Screening	50	50	56	47
Use of Imaging Studies for Low Back Pain	NA	NA	83	78

* A low rate is desirable for this measure.

NA – Not available

Behavioral Health



Measure Descriptions

This section has two performance measures. The first measure addresses how well a health plan is performing in treating people with moderate to severe depression who are prescribed antidepressant medication. Once diagnosed, people with depression are treated with medication and should be managed on both a short term (acute phase) and long-term (continuation phase) basis. After antidepressant medication therapy has been initiated, a person should be seen for at least three

follow-up visits to make sure their medication is adequately alleviating their symptoms and side-effects are minimal. By continuing treatment with their provider, patients with depressive disorders may prevent a relapse in symptoms and/or prevent future recurrences of depression. The second measure addresses whether enrollees who were hospitalized for treatment of selected mental health disorders received recommended ambulatory follow-up visits.

Measure	Description (Type of Insurance)
Antidepressant Medication Management	This measure is for members ages 18 years and older and has three components of care. (CO, MA)
1) Optimal Practitioner Contacts	The percentage of members ages 18 years and older, who were diagnosed with depression and treated with an antidepressant medication, and who had at least three follow-up contacts with a primary care or mental health provider during the 12-week acute treatment phase.
2) Effective Acute Phase Treatment	The percentage of members ages 18 years and older, who were diagnosed with depression and treated with an antidepressant medication, and who remained on medication during the entire 12-week acute treatment phase.
3) Effective Continuation Phase Treatment	The percentage of members ages 18 years and older, who were diagnosed with depression and treated with an antidepressant medication, and who remained on medication for at least six months.
Follow-Up After Hospitalization for Mental Illness	This measure is for members ages 6 years and older and has two timeframe components. (CO, MA)
1) Within 7 Days	The percentage of members who were hospitalized for treatment for selected mental health disorders (such as depression or bipolar disorder) and were seen on an ambulatory basis or who were in intermediate treatment with a mental health provider within 7 days of discharge.
2) Within 30 Days	The percentage of members who were hospitalized for treatment for selected mental health disorders (such as depression or bipolar disorder) and were seen on an ambulatory basis or who were in intermediate treatment with a mental health provider within 30 days of discharge.

Commercial Health Plan Performance

HEALTH PLAN	Antidepressant Medication Management			Follow-Up After Hospitalization for Mental Illness	
	Optimal Practitioner Contacts	Effective Acute Phase Treatment	Effective Continuation Phase Treatment	Within 7 Days	Within 30 Days
Aetna	32▲	54▼	38▼	62	78
BSNENY	20▼	62	42	50▼	69▼
Blue Choice	14▼	66▲	49▲	82▲	92▲
CDPHP	25	62	42	52▼	70▼
CIGNA	42▲	55	40	50▼	67▼
Community Blue	14▼	62	45	55▼	74
Empire	26	60	47	70▲	86▲
GHI HMO Select	17	52	42	52▼	72
HIP	40▲	50▼	36▼	65	83▲
Health Net	43▲	64	48	62	75
Independent Health	13▼	56▼	39▼	71▲	82▲
MDNY	27	63	40	58	71
MVP	25	58▼	42▼	64	82▲
Oxford	36▲	61	45	52▼	67▼
Preferred Care	14▼	68▲	49▲	76▲	81
UnitedHealthCare of New York	38▲	66▲	50▲	56▼	73
Univera HealthCare	18▼	60	44	72▲	84▲
Upstate HMO	18▼	59	45	76▲	91▲
Vytra Health Plans	30	63	45	56	79
Statewide	24	61	44	62	78

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average

NOTE: Plans without symbols are not significantly different from the statewide average.

Medicaid Health Plan Performance

HEALTH PLAN	Antidepressant Medication Management			Follow-Up After Hospitalization for Mental Illness	
	Optimal Practitioner Contacts	Effective Acute Phase Treatment	Effective Continuation Phase Treatment	Within 7 Days	Within 30 Days
Affinity Health Plan	28	45	28	44▼	62▼
AmeriChoice	32	44	31	38▼	60▼
BSNENY	26	47	35	61	63
Blue Choice Option	25	48	34▲	82▲	88▲
CDPHP	19▼	44	22▼	44▼	63
CarePlus Health Plan	27	38	20	47	63
CenterCare	35	44	26	49	69
Community Blue	23▼	55▲	40▲	47	64
Community Choice Health Plan	—	—	—	43	57
Community Premier Plus	25	48	29	43	57▼
Fidelis Care New York	31	46	31	49	66
GHI HMO Select	—	—	—	47	63
HIP	36▲	47	32	60▲	80▲
Health Plus	32	44	29	43▼	62▼
HealthFirst PHSP, Inc.	27	45	30	54	69
Hudson Health Plan	31	52	31	66▲	85▲
Independent Health's MediSource	13▼	50	32	66▲	75▲
MetroPlus	36▲	43	28	44▼	60▼
Neighborhood Health Providers	38▲	37▼	21▼	50	63
New York-Presbyterian CHP	45▲	37	20▼	54	75▲
Partners in Health	26	38	24	42▼	59▼
Preferred Care	29	34▼	27	80▲	86▲
Suffolk Health Plan	—	—	—	—	—
Total Care	19▼	51	34	43	62
UnitedHealthCare of New York	25	50	35	50	64
Univera Community Health	21	46	33	66▲	81▲
WellCare of New York	24	50	30	23▼	40▼
Statewide	28	46	30	51	68

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

Trends and Benchmarks

COMMERCIAL

Measure	2002	2003	2004	2004 National Average
Antidepressant Medication Management: Optimal Contacts	23	24	24	20
Antidepressant Medication Management: Acute Phase	61	60	61	61
Antidepressant Medication Management: Continuation Phase	44	44	44	44
Follow-up After Hospitalization for Mental Illness (7 Days)	62	63	62	56
Follow-up After Hospitalization for Mental Illness (30 Days)	77	78	78	76

MEDICAID

Measure	2002	2003	2004	2004 National Average
Antidepressant Medication Management: Optimal Contacts	31	29	28	19
Antidepressant Medication Management: Acute Phase	46	43	46	46
Antidepressant Medication Management: Continuation Phase	32	27	30	31
Follow-up After Hospitalization for Mental Illness (7 Days)	48	52	51	38
Follow-up After Hospitalization for Mental Illness (30 Days)	65	70	68	55

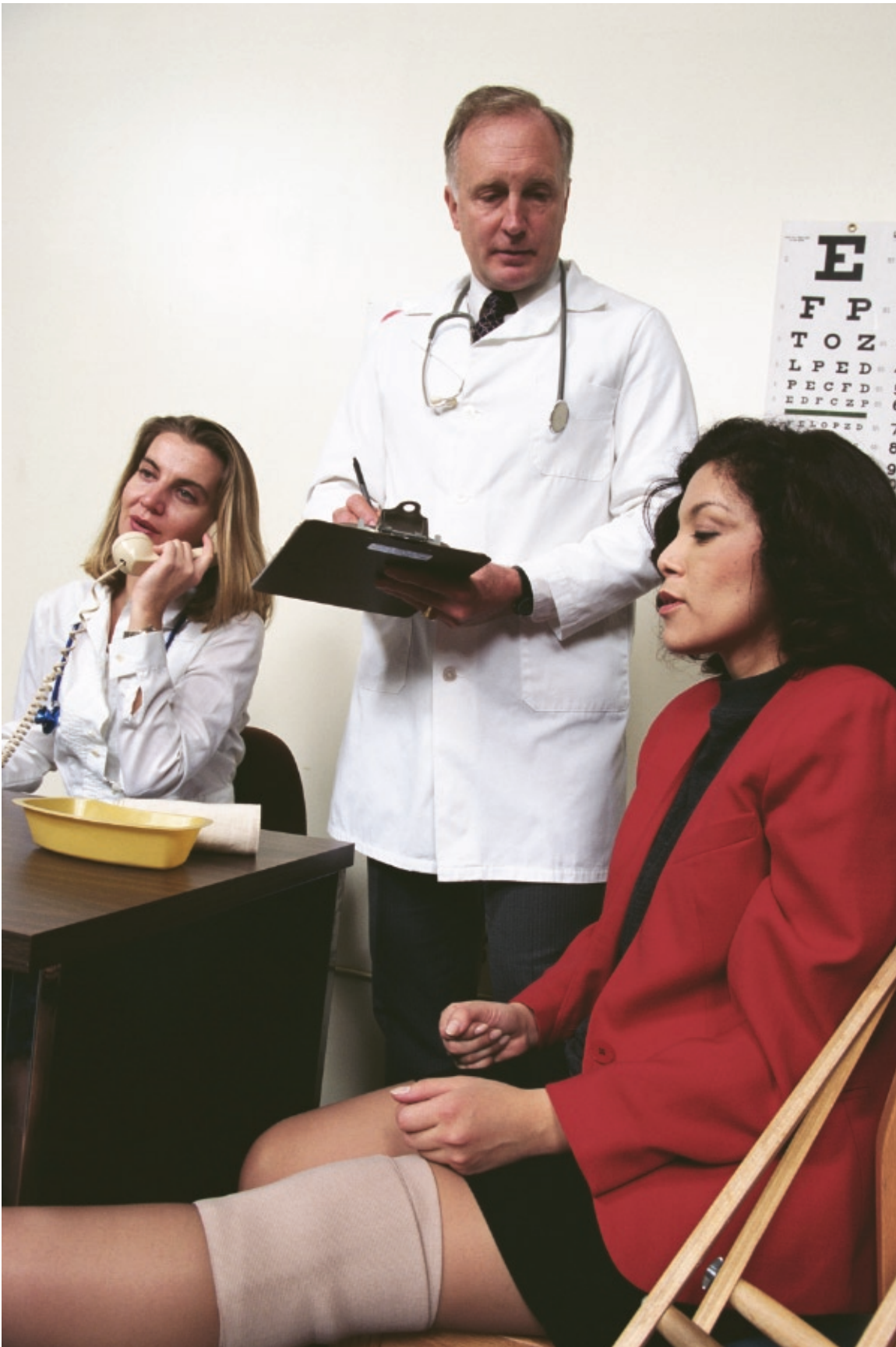
Looking for more information on behavioral health services?

The following measures are published in the 2005 Report on Managed Care Performance Supplement at the the link:

<http://www.nyhealth.gov>

- Inpatient Mental Health Services for Men & Women – Discharges & Average Length of Stay
- Inpatient Chemical Dependency Services for Men & Women – Discharges & Average Length of Stay
- Identification of Alcohol & Other Drug Services
- Initiation & Engagement of Alcohol & Other Drug Services

Access and Service



Access and Service

Access to care means that health care is available, that enrollees know how to obtain health care services when they need them, and use them. The first two measures are the percentage of enrollees who had a visit with a primary care provider. The other measures are from the CAHPS 3.0 survey conducted in 2005 for commercial members who

were enrolled in their health plan for at least 12 months. The Department sponsors a CAHPS survey for Medicaid members continuously enrolled for six months. This biennial survey was last done in 2004; therefore, the Medicaid data presented here are from 2004.



Measure Descriptions

Measure	Description (Type of Insurance)
Children and Adolescents' Access to Primary Care Practitioners	The percentage of children ages 12 months-6 years who had a visit with a primary care practitioner within the last year or for children ages 7-19 years, within the last two years. The measure is divided into four age groups: 12-24 months, 25 months-6 years, 7-11 years, and 12-19 years (12-18 years for Child Health Plus). (CO, MA, CHP)
Adults' Access to Preventive/ Ambulatory Health Services	The percentage of adults ages 20-65 who had an ambulatory or preventive care visit within the last year if they are insured by Medicaid, or within the last three years if they are commercially insured. The measure is divided into three age groups: 20-44, 45-64, and 65 and older. (CO, MA)
Problem Getting Care Needed*	<p>The percentage of members responding "small problem" or "big problem" when asked a set of questions to identify how much of a problem, if any, they experienced getting care needed. The following questions are contained in the set:</p> <ol style="list-style-type: none"> 1) How much of a problem was it to get a personal doctor or nurse you were happy with? 2) How much of a problem was it to get a referral to a specialist that you needed to see? 3) How much of a problem was it to get the care, tests, or treatment you or a doctor believed necessary? 4) How much of a problem were delays in health care while you waited for approval from your health plan? <p>A low rate is desirable for this measure. This measure was not collected for Medicaid in 2005; 2004 data are presented in this report. (CO, MA)</p>
Problem with Service*	<p>The percentage of members responding "small problem" or "big problem" when asked a set of questions to identify how much of a problem, if any, did they experience with their health plan's service. The following questions are contained in the set:</p> <ol style="list-style-type: none"> 1) How much of a problem was it to find or understand information about how your health plan works? 2) How much of a problem was it to get the help you needed when you called your health plan's customer service? 3) How much of a problem did you have with paperwork for your health plan? <p>A low rate is desirable for this measure. This measure was not collected for Medicaid in 2005; 2004 data are presented in this report. (CO, MA)</p>

*Please note that NYSDOH ca

Measure Descriptions (continued)

Measure	Description (Type of Insurance)
Received Services Quickly	<p>The percentage of members responding “usually” or “always” when asked a set of questions to identify, if, in the last 12 months, (6 months for Medicaid), they received health plan services quickly. The following questions are contained in this set:</p> <ol style="list-style-type: none"> 1) When you called during regular office hours, how often did you get the help or advice you needed? 2) When you needed care right away for an illness, injury, or condition, how long did you usually have to wait between trying to get care and actually seeing a provider? 3) Not counting the times you needed health care right away, how often did you get an appointment for health care as soon as you wanted? 4) How often were you taken to the exam room within 15 minutes of your appointment? <p>This measure was not collected for Medicaid in 2005; 2004 data are presented in this report. (CO, MA)</p>
Called or Written Health Plan with Complaints	<p>The percentage of members who responded “yes” when asked if over the last 12 months, they called or wrote their health plan with a complaint or problem. A low rate is desirable for this measure. This measure was not collected for Medicaid in 2005; 2004 data are presented in this report. (CO, MA)</p>
Complaints Resolved to Satisfaction	<p>The percentage of members who responded “yes” when asked if their complaint or problem was settled to their satisfaction. This measure was not collected for Medicaid in 2005; 2004 data are presented in this report. (CO, MA)</p>
Overall Rating of Health Plan	<p>The percentage of members responding 8, 9, or 10 on a scale of 0 to 10 where 0 is the worst health plan possible and 10 is the best health plan possible. This measure was not collected for Medicaid in 2005; 2004 data are presented in this report. (CO, MA)</p>

Commercial Health Plan Performance

HEALTH PLAN	Children and Adolescents' Access to Primary Care Practitioners				Adults' Access to Preventive/Ambulatory Health Services		
	12-24 Months	25 Months-6 Years	7-11 Years	12-19 Years	20-44 Years	45-64 Years	65+ Years
Aetna	95	88	87↓	81↓	91↓	92	93↓
BSNENY	99	96	95	92	95↑	96	98
Blue Choice	99	96↑	97	94	94	97↑	98↑
CDPHP	99↑	97↑	97↑	95↑	95	96	98
CIGNA	92↓	88↓	89	84	91	91↓	94
Community Blue	99	95	95	92	94	95	97
Empire	98	94	95	92	91	94	97
GHI HMO Select	97	91	93	88	93	95	95
HIP	90↓	84↓	87↓	83↓	91↓	90↓	86↓
Health Net	97	92	92	88	94	94	95
Independent Health	99↑	96	97	94	95	96↑	98↑
MDNY	99	95	94	91	95	96	97
MVP	99	96	96	94	95	96	98
Oxford	97	94	95	92	94	95	96
Preferred Care	99	96	96	94	92	94	96
UnitedHealthCare of New York	96	93	93	90	93	94	95
Univera HealthCare	97	93	94	91	94	95	97
Upstate HMO	98	94	95	93	93	95	97
Vytra Health Plans	97	96	97↑	95↑	95↑	96	97
Statewide	97	93	93	90	93	94	95

LEGEND



Plan rate is higher than 90% of plans



Plan rate is lower than 90% of plans

NOTE: Plans without symbols are not significantly different from the statewide average.

Commercial Health Plan Performance

HEALTH PLAN	Problem Getting Care Needed*	Problem with Service*	Received Services Quickly	Called or Written Health Plan with Complaints*	Complaints Resolved to Satisfaction	Overall Rating of Health Plan
Aetna	28	32	75	11▲	75	61
BSNENY	19▲	27	84▲	13	77	68
Blue Choice	18▲	30	86▲	9▲	96▲	71
CDPHP	16▲	24▲	83▲	13	72	76▲
CIGNA	35▼	47▼	71▼	19▼	79	55▼
Community Blue	23	28	83▲	10▲	74	71
Empire	29▼	35	76▼	13	82	72▲
GHI HMO Select	28▼	42▼	82	27▼	81	55▼
HIP	36▼	36	66▼	13	76	59
Health Net	30	44▼	76	16	63	63
Independent Health	18▲	20▲	84▲	8▲	86	77▲
MDNY	28▼	33	73▼	14	76	56▼
MVP	19▲	28▲	84▲	16	88	70
Oxford	26	44▼	72▼	11▲	80	62
Preferred Care	17▲	28▲	87▲	8▲	73	77▲
UnitedHealthCare of New York	26	43▼	76▼	22▼	69	56
Univera HealthCare	20	31▲	83▲	8▲	91▲	74▲
Upstate HMO	21	31	82	16	89▲	68
Vytra Health Plans	26	41▼	76▼	22▼	79	63
Statewide	24	33	80	13	79	68

* A low rate is desirable for this measure

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average

NOTE: Plans without symbols are not significantly different from the statewide average.

Medicaid Health Plan Performance

HEALTH PLAN	Children and Adolescents' Access to Primary Care Practitioners				Adults' Access to Preventive/Ambulatory Health Services		
	12-24 Months	25 Months - 6 Years	7-11 Years	12-19 Years	20-44 Years	45-64 Years	65+ Years
Affinity Health Plan	91	85	89	85	72	79↓	81↓
AmeriChoice	91	90	92	88	80	85	84
BSNENY	98↑	95↑	94↑	95↑	86	87	—
Blue Choice Option	98↑	90	90	88	84	89	89
CDPHP	91	94↑	93↑	91↑	89↑	92↑	92↑
CarePlus Health Plan	94	94↑	93	88	77	85	84
CenterCare	84↓	81	88	86	71	80	77↓
Community Blue	98	93	92	91↑	85	89	—
Community Choice Health Plan	89	84	81	76	72	86	—
Community Premier Plus	90	89	91	87	76	87	91
Fidelis Care New York	92	86	87	82	76	83	86
GHI HMO Select	—	—	—	—	79	85	—
HIP	89	88	92	88	81	87	89
Health Plus	91	88	91	85	75	82	85
HealthFirst PHSP, Inc.	91	88	91	88	74	82	87
Hudson Health Plan	95	89	77↓	68↓	80	86	91
Independent Health's MediSource	99↑	92	91	89	89↑	93↑	—
MetroPlus	88	84	87	83	71	84	88
Neighborhood Health Providers	91	87	89	85	74	81	86
New York-Presbyterian CHP	86	80	85	78	71↓	79↓	83
Partners in Health	80↓	77↓	68↓	63↓	80	88	90
Preferred Care	97	90	88	88	82	89	—
Suffolk Health Plan	96	83	87	80	73	87	93↑
Total Care	98	89	91	89	86↑	91↑	87
UnitedHealthCare of New York	92	90	93↑	89	82	86	90
Univera Community Health	80↓	69↓	71↓	70↓	80	86	—
WellCare of New York	87	87	88	85	71↓	80	84
Statewide	91	87	89	85	77	84	88

LEGEND

- ↑ Plan rate is higher than 90% of plans
- ↓ Plan rate is lower than 90% of plans
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

Medicaid Health Plan Performance

HEALTH PLAN	Problem Getting Care Needed*	Problem with Service*	Received Services Quickly	Called or Written Health Plan with Complaints*	Complaints Resolved to Satisfaction	Overall Rating of Health Plan
Affinity Health Plan	30	24	63▼	13▼	72	
AmeriChoice	31	30	67	9	81	71
BSNENY	16▲	26	82▲	7▲	84	77▲
Blue Choice Option	21▲	30	80▲	6▲	73	78
CDPHP	20▲	23▲	81▲	7▲	89	80▲
CarePlus Health Plan	35▼	25	63▼	12▼	87	71
CenterCare	36▼	25	58▼	10	82	59▼
Community Blue	20▲	23	78▲	5▲	80	74
Community Choice Health Plan	30▼	27	60▼	11▼	76	71
Community Premier Plus	27	20▲	66▼	8	89	78▲
Fidelis Care New York	28	25	68	10	82	71▼
GHI HMO Select	NA	NA	NA	NA	NA	NA
HIP	32▼	32▼	69	7▲	77	65▼
Health Plus	34▼	22	61▼	9	83	74
HealthFirst PHSP, Inc.	29	26	66▼	11▼	83	70
Hudson Health Plan	25	24	70	12▼	82	77▲
Independent Health's MediSource	20▲	16▲	77▲	5▲	88	84▲
MetroPlus	28	24	62▼	7	74	74▲
Neighborhood Health Providers	33▼	32▼	57▼	8	64	65▼
New York-Presbyterian CHP	37▼	32▼	60▼	12▼	71	65▼
Partners in Health	30	18▲	64▼	6▲	67	67▼
Preferred Care	25	26	77▲	5▲	74	77▲
Suffolk Health Plan	30	27	58▼	10	78	72
Total Care	25	26	71▲	10	77	70
UnitedHealthCare of New York	NA	NA	NA	NA	NA	NA
Univera Community Health	17▲	23	75▲	6▲	87	80▲
WellCare of New York	34▼	34▼	72▲	11▼	85	65▼
Statewide	28	26	69	9	80	72

* A low rate is desirable for this measure

LEGEND

- ▲ Significantly better than statewide average
- ▼ Significantly worse than the statewide average
- NA Not applicable. Was not surveyed.

NOTE: Plans without symbols are not significantly different from the statewide average.

Child Health Plus Plan Performance

HEALTH PLAN	Children and Adolescents' Access to Primary Care Practitioners			
	12-24 Months	25 Months-6 Years	7-11 Years	12-19 Years
Affinity Health Plan	91	87	92	86
AmeriChoice	—	90	—	97↑
BSNENY	100↑	96	97	97
Blue Choice	99	97↑	98↑	97↑
CDPHP	99	97↑	98↑	97
CarePlus Health Plan	93	94	95	90
CenterCare	—	87	86	82
Community Blue	99	96	97	96
Community Choice Health Plan	—	89	93	90
Community Premier Plus	—	77	94	79
Empire	100↑	98↑	99↑	97↑
Fidelis Care New York	96	88	90	84
GHI	—	67↓	56↓	64↓
HIP	98	96	97	95
Health Plus	93	90	92	86
HealthFirst PHSP, Inc.	87	86	94	88
Hudson Health Plan	98	91	83↓	75↓
MetroPlus	70↓	78	85	79
Neighborhood Health Providers	—	85	89	87
New York-Presbyterian CHP	85	79	93	87
Partners in Health	—	56↓	—	—
Suffolk Health Plan	—	60↓	86	78↓
Total Care	—	92	95	93
UnitedHealthCare of New York	98	97	97	96
Univera Community Health	94	82	82↓	81
Upstate HMO	99	95	93	92
WellCare of New York	79↓	90	96	94
Statewide	96	93	94	91

LEGEND

- ↑ Plan rate is higher than 90% of plans
- ↓ Plan rate is lower than 90% of plans
- Sample size too small to report

NOTE: Plans without symbols are not significantly different from the statewide average.

Trends and Benchmarks – Access

COMMERCIAL

Measure	2002	2003	2004	2004 National Average
Children and Adolescents' Access 12-24 months	96	96	97	96
Children and Adolescents' Access 25 months-6 years	92	93	93	88
Children and Adolescents' Access 7-11 years	92	93	93	88
Children and Adolescents' Access 12-19 years	NA	90	90	86
Adults' Access 20-44 years	93	93	93	93
Adults' Access 45-64 years	94	94	94	95
Adults' Access 65+ years	95	95	95	96

MEDICAID

Measure	2002	2003	2004	2004 National Average
Children and Adolescents' Access 12-24 months	87	91	91	92
Children and Adolescents' Access 25 months-6 years	81	85	87	82
Children and Adolescents' Access 7-11 years	85	86	89	82
Children and Adolescents' Access 12-19 years	NA	83	85	79
Adults' Access 20-44 years	76	77	77	75
Adults' Access 45-64 years	84	83	84	81
Adults' Access 65+ years	82	84	88	77

CHILD HEALTH PLUS*

Measure	2002	2003	2004
Children and Adolescents' Access 12-24 months	85	94	96
Children and Adolescents' Access 25 months-6 years	85	92	93
Children and Adolescents' Access 7-11 years	89	93	94
Children and Adolescents' Access 12-19 years	NA	89	91

* There are no national benchmarks for Child Health Plus.

NA – Not available

Trends and Benchmarks – Access

COMMERCIAL

Measure	2002	2003	2004	2004 National Average
Problem Getting Care Needed	25	23	24	NC
Problem with Service*	35	33	33	NC
Received Services Quickly	NA	80	80	79
Overall Rating of Health Plan	65	66	68	64
Called or Written with Complaint*	16	14	13	NA

MEDICAID

Measure	2002	2003	2004	2004 National Average
Problem Getting Care Needed	Rotated	28	Rotated	NC
Problem with Service*	Rotated	26	Rotated	NC
Received Services Quickly	Rotated	69	Rotated	73
Overall Rating of Health Plan	Rotated	72	Rotated	72
Called or Written with Complaint*	Rotated	9	Rotated	NA

* A low rate is desirable for this measure

NA – Not available

NC – Rates not comparable to national average due to differences in calculations

Looking for more information on access to health services?

The following measures are published in the 2005 Report on Managed Care Performance Supplement at the at the the link:
<http://www.nyhealth.gov>

- Outpatient Use of Services: Outpatient Visits, Emergency Room Visits, Ambulatory Surgery Encounters
- Inpatient Use of Services: Medicine, Surgery, and Maternity: Total Days, Discharges, and Average Length of Stay

Regional Rates by Performance Measure



Regional Rates by Performance Measure

Performance Measure	COMMERCIAL						
	Region						
	LI	HV	NE	CEN	WST	ROS	NYC
Provider Network							
Board Cert: Primary Care	87	86	87	87	85	86	86
Board Cert: OB/GYN	80	79	81	75	78	79	78
Board Cert: Pediatric Specialists	78	77	75	73	71	77	76
Provider Communication	92	93	93	93	94	93	89
Personal Doctor or Nurse	78	79	80	79	79	79	73
Satisfaction with Specialist	78	80	79	79	79	79	72
Child and Adolescent Care							
Childhood Immunization	61	65	76	76	79	71	58
Lead Testing	62	66	67	70	72	68	64
Asthma Medications (ages 5-17)	72	74	75	76	76	75	73
Appropriate Treatment for URI	84	84	82	84	85	84	84
Appropriate Testing for Pharyngitis	86	86	85	84	82	85	86
Well-Child First 15 Months (5+ Visits)	86	86	94	87	94	90	84
Well-Child Age 3-6 Years	78	77	86	80	86	82	75
Adolescent Well-Care	51	50	56	49	54	53	52
Womens Health							
Breast Cancer Screening	71	72	75	74	79	75	71
Cervical Cancer Screening	80	81	83	84	85	82	79
Chlamydia Screening (ages 16-20)	36	34	37	35	40	37	39
Chlamydia Screening (ages 21-25)	38	38	40	38	37	38	42
Timeliness of Prenatal Care	92	92	95	95	92	93	90
Postpartum Care	74	77	85	85	85	81	73

ROS=Rest of State; the counties of NYS excluding New York City.

Note: Please refer to the Health Plan Profiles section of this report for a full description of regional areas of New York State.

Regional Rates by Performance Measure

Performance Measure	Region						
	Region						
	LI	HV	NE	CEN	WST	ROS	NYC
Adults Living With Illness							
Controlling High Blood Pressure	69	69	75	75	74	72	68
Asthma Medications (ages 18-56)	74	75	77	77	78	76	75
Advising Smokers to Quit	71	69	76	78	76	74	70
Beta Blocker Treatment	93	94	96	97	97	95	90
Cholesterol Management: Lipid Profile	83	84	85	83	85	84	83
Cholesterol Management: Lipids <100	56	54	54	51	51	53	55
Cholesterol Management: Lipids <130	72	72	72	71	71	71	71
Diabetes Care: HbA1c Testing	86	87	90	89	89	88	86
Diabetes Care: Poorly Controlled	31	31	23	25	25	27	31
Diabetes Care: Dilated Eye Exam	52	53	58	58	61	56	52
Diabetes Care: Lipid Profile	94	94	94	93	94	94	95
Diabetes Care: Lipids Controlled <100	47	43	47	43	44	45	42
Diabetes Care: Lipids Controlled <130	71	69	72	69	73	71	69
Diabetes Care: Nephropathy Screening	59	55	53	51	61	58	60
Persistence of Beta-Blocker Treatment	66	70	77	73	75	73	67
Use of Imaging Studies for Low Back Pain	23	23	26	27	17	22	21
Behavioral Health							
Antidepressants: Optimal Contacts	34	32	24	24	14	21	36
Antidepressants: Acute Phase	60	59	61	59	63	62	58
Antidepressants: Continuation Phase	44	43	42	43	46	45	43
Ambulatory Follow-Up 7 Days	60	60	56	64	72	63	60
Ambulatory Follow-Up 30 Days	76	75	74	81	84	79	76
Access and Service							
Children and Adolescents' Access: 12-24 Months	96	96	99	98	99	98	95
Children and Adolescent's Access: 25 Months - 6 Years	92	92	96	95	96	94	90
Children and Adolescents' Access: 7-11 Years	93	92	97	96	96	94	91
Children and Adolescents' Access: 12-19 Years	89	89	94	93	93	92	86
Adults' Access: 20-44 Years	93	93	95	95	94	94	92
Adults' Access: 45-64 Years	94	94	96	96	96	95	92
Adults' Access: 65+ Years	94	95	98	98	98	97	92
Problem Getting Care Needed	27	23	20	20	20	22	33
Problem With Service	38	34	30	30	29	31	41
Received Services Quickly	77	80	83	83	84	82	70
Called/Written with Complaints	18	16	15	15	11	13	14
Overall Rating Health Plan	64	68	70	69	72	70	58

ROS=Rest of State; the counties of NYS excluding New York City.

Note: Please refer to the Health Plan Profiles section of this report for a full description of regional areas of New York State.

Regional Rates by Performance Measure

Performance Measure	MEDICAID						
	Region						
	LI	HV	NE	CEN	WST	ROS	NYC
Provider Network							
Board Cert: Primary Care	85	83	86	87	86	85	84
Board Cert: OB/GYN	72	78	83	81	78	78	71
Board Cert: Pediatric Specialists	72	80	75	79	76	76	77
Provider Communication	87	87	92	88	89	88	84
Personal Doctor or Nurse	80	79	83	80	81	81	76
Satisfaction with Specialist	76	74	80	76	76	76	70
Child and Adolescent Care							
Childhood Immunization	57	60	64	61	65	62	56
Lead Testing	70	77	68	74	79	75	76
Asthma Medications (ages 5-17)	68	68	73	69	71	70	68
Annual Dental Visit	43	49	52	51	52	48	44
Appropriate Treatment for URI	82	87	82	82	84	83	84
Appropriate Testing for Pharyngitis	54	59	65	62	67	61	44
Well-Child First 15 Months (5+ Visits)	76	70	79	73	75	74	60
Well-Child Age 3-6 Years	72	73	71	68	73	72	71
Adolescent Well-Care	44	42	50	42	49	46	45
Womens Health							
Breast Cancer Screening	69	69	63	68	66	67	70
Cervical Cancer Screening	71	67	75	74	78	74	71
Chlamydia Screening (ages 16-20)	34	37	48	44	52	45	41
Chlamydia Screening (ages 21-25)	33	37	48	41	51	44	48
Timeliness of Prenatal Care	84	85	87	83	86	85	83
Postpartum Care	68	68	63	65	69	67	68
Frequency of Ongoing PNC	57	64	77	61	68	65	59

ROS=Rest of State; the counties of NYS excluding New York City.

Note: Please refer to the Health Plan Profiles section of this report for a full description of regional areas of New York State.

Regional Rates by Performance Measure

Performance Measure	MEDICAID						
	Region						
	LI	HV	NE	CEN	WST	ROS	NYC
Adults Living With Illness							
Controlling High Blood Pressure							
Asthma Medications (ages 18-56)	73	72	73	76	75	74	71
Advising Smokers to Quit	70	72	66	64	72	70	58
Beta Blocker Treatment							
Cholesterol Management: Lipid Profile	70	63	79	69	75	71	74
Cholesterol Management: Lipids <100	37	18	41	32	38	33	36
Cholesterol Management: Lipids <130	49	25	56	42	51	45	50
Diabetes Care: HbA1c Testing	85	84	85	85	88	86	85
Diabetes Care: Poorly Controlled	37	39	38	40	38	38	36
Diabetes Care: Dilated Eye Exam	54	56	52	54	54	54	56
Diabetes Care: Lipid Profile	91	89	90	89	90	90	92
Diabetes Care: Lipids Controlled <100	37	33	34	33	37	35	38
Diabetes Care: Lipids Controlled <130	63	58	59	57	62	60	63
Diabetes Care: Nephropathy Screening	58	54	47	52	60	56	55
Use of Imaging Studies for Low Back Pain	18	20	21	21	17	19	16
Behavioral Health							
Antidepressants: Optimal Contacts	29	29	21	23	23	24	31
Antidepressants: Acute Phase	46	46	45	49	48	47	45
Antidepressants: Continuation Phase	31	30	24	32	34	32	29
Ambulatory Follow-Up 7 Days	52	56	46	52	65	57	48
Ambulatory Follow-Up 30 Days	69	74	63	67	76	72	66
Access and Service							
Children and Adolescents' Access: 12-24 Months	92	93	92	94	96	94	90
Children and Adolescents' Access: 25 Months - 6 Years	87	87	92	89	89	88	87
Children and Adolescents' Access: 7-11 Years	90	83	92	90	89	88	89
Children and Adolescents' Access: 12-19 Years	86	77	90	87	87	85	85
Adults' Access: 20-44 Years	77	76	85	82	83	81	75
Adults' Access: 45-64 Years	84	83	88	87	88	86	83
Adults' Access: 65+ Years	89	87	91	89	88	89	87
Problem Getting Care Needed	25	27	17	25	21	24	32
Problem With Service	25	29	25	31	24	26	27
Received Services Quickly	71	70	83	74	78	75	62
Called/Written with Complaints	12	12	7	9	6	9	9
Overall Rating Health Plan	76	73	77	70	77	75	68

ROS=Rest of State; the counties of NYS excluding New York City.

Note: Please refer to the Health Plan Profiles section of this report for a full description of regional areas of New York State.

Regional Rates by Performance Measure

Performance Measure	CHILD HEALTH PLUS						
	Region						
	LI	HV	NE	CEN	WST	ROS	NYC
Child and Adolescent Care							
Childhood Immunization	63	62	64	71	64	64	62
Lead Testing	69	74	71	73	76	72	78
Asthma Medications (ages 5-17)	72	68	78	79	78	74	70
Annual Dental Visit	51	57	57	53	64	56	50
Well-Child First 15 Months (5+ Visits)	79	76	87	79	70	78	78
Well-Child Age 3-6 Years	78	79	79	74	78	78	81
Adolescent Well-Care	56	54	53	49	56	54	59
Access and Service							
Children and Adolescents' Access: 12-24 Months	97	98	99	99	98	98	93
Children and Adolescents' Access: 25 Mos - 6 Years	93	94	96	95	94	94	91
Children and Adolescents' Access: 7-11 Years	96	92	97	94	95	95	93
Children and Adolescents' Access: 12-18 Years	93	88	95	92	95	93	89

ROS=Rest of State; the counties of NYS excluding New York City.

Note: Please refer to the Health Plan Profiles section of this report for a full description of regional areas of New York State.

The 2005 Managed Care Plan Performance Report is published by:

New York State Department of Health

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Commissioner of Health
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Report Design and Layout:

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Bureau of Communication Production Services

Additional and related information is also available from the
New York State Department of Health website on the Internet:
<http://www.nyhealth.gov>

To learn how to enroll in Medicaid managed care,
call your local Department of Social Services.
In New York City, call **Medicaid CHOICE at 1-800-505-5678.**

If you have a problem with your health plan, call:
New York State Department of Health Complaint Hotline
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